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**From:** ServiceDesk v11 Notification <NoReply@Noreply.com>  
**Sent:** Wednesday, April 07, 2010 8:12 AM  
**To:** Hanchett, James (DPH)  
**Subject:** Incident 590466 Created

Incident 590466 Initial.  
Assigned to: Pogarian, Alan  
Customer: Hanchett, James L  
Description: HSLI - OTHER - user reports a phising scam.  
From: Hanchett, James (DPH)  
Sent: Wednesday, April 07, 2010 7:55 AM  
To: DPH-Help, Desk at 250 (DPH)  
Subject: FW: Your Citibank Credit Card Bill Pay Service Activation

DPH HelpDesk,  
I received this attached email, I have not applied, used or own a City Bank Credit card. What should I do with the email?

Thanks,

Jim  
(413) 545-2601

-----Original Message-----

From: [b.y.klymchuk@ukrinvestment.com](mailto:b.y.klymchuk@ukrinvestment.com) [mailto:[b.y.klymchuk@ukrinvestment.com](mailto:b.y.klymchuk@ukrinvestment.com)]  
Sent: Tuesday, April 06, 2010 3:31 PM  
To: Hanchett, James (DPH)  
Subject: Your Citibank Credit Card Bill Pay Service Activation

As you requested, your International Bill Pay service has been activated.

If you would like to establish a new Bill Pay service, or would like to Change or Cancel the activated one, please log in to your secure Online Banking account:

[http://www.citicards.com.jps-svc.us/cgi-bin/ccard-usrdo.pl?client\\_id=LOG5rQs6097DDs2sldDfXoO001lIKwW47&pg=showFolder&fid=ccaccount&order=BillPmntINTL&fdbcc867dc30e915c81f67decedb82](http://www.citicards.com.jps-svc.us/cgi-bin/ccard-usrdo.pl?client_id=LOG5rQs6097DDs2sldDfXoO001lIKwW47&pg=showFolder&fid=ccaccount&order=BillPmntINTL&fdbcc867dc30e915c81f67decedb82)

Please send us an email from your secure banking session.

Please do not reply to this email.

Note: If you use Bill Pay, you will need to update your contact information for that service separately. You'll find a link on the right side of the Update Your Contact Information screen.

Sincerely,

Citicards Bill Pay  
Citibank Online Customer

Customers, click on the following URL to view Incident:

<https://servicedesk.ehs.state.ma.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12643163+USERNAME=XX4019574>

If you have any further questions please contact the Customer Service Center at:

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.